



**PLATTSBURGH**  
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**H O U S I N G**  
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**A U T H O R I T Y**

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**Rules & Regulations Manual**  
**for**  
**Senior Housing Residents**

***WELCOME***  
***TO THE***  
***PLATTSBURGH HOUSING AUTHORITY***

The Plattsburgh Housing Authority was established March 20, 1951, under Chapter 701 of the Laws of New York State for the purpose of providing quality and affordable rental housing to low-income senior citizens.

Welcome to your new home!! Your home contains all the elements of pleasant living with adequate space. The pleasure you obtain depends largely on you and the extent to which you contribute toward making it a nice place to live.

## **MANAGEMENT & CONDITIONS OF OCCUPANCY**

### **PAYING RENT**

The Plattsburgh Housing Authority Management Office is open Monday - Friday from 9:00 a.m. - 12:30 p.m. and 1:30 p.m. - 3:00 p.m.

In accordance with the terms of your lease, the rent is due and payable on the first of each calendar month at the Management Office, 4817 South Catherine Street, Plattsburgh, New York 12901.

### **SECURITY DEPOSIT**

The security deposit defrays the cost of any unusual damage caused by carelessness on the part of the residents or guests. It will be refunded to you when you move from the apartment upon your compliance with the rules and regulations of the PHA, less any maintenance or rent charges.

Posted in the Management Office is a list of charges for any damages which may be charged to an account and deducted from the security deposit. No deductions are made for ordinary wear and tear. In accordance with New York State Law, interest from your security deposit is credited to your account annually.

### **KEYS**

Each family will receive two keys to the apartment upon move-in. Keys which are damaged or lost must be replaced at the resident's expense. Refer to the *Schedule of Charges* for pricing information.

### **LEASE**

The lease is an agreement between the Plattsburgh Housing Authority, Head of Household, and all members of your household. All leases must be abided and your lease has been designed to burden you as little as possible.

The resident agrees to pay a certain amount of rent for the apartment on the first of each month. The resident further agrees to provide Management with information regarding changes in income and family composition. Each household must submit required information regarding income, assets, and family composition at the annual certification. Each household is required to keep the apartment and grounds in good condition and to help in the care of public grounds.

### **TRANSFER OF LEASE**

The resident agrees not to assign this lease nor to sublet or transfer possession of the premises; nor to give accommodations to boarders or lodgers. The resident further agrees not to use or permit the use of the apartment for any purpose other than a private dwelling unit solely for the resident(s) as listed on the lease. This provision does not exclude reasonable accommodation of residents' guests or visitors.

### **ANNUAL CERTIFICATION**

Once each year, as required by the lease, the resident agrees to furnish accurate information to Management as to family income, employment, assets, and family composition. This information is used to determine if the rent should be changed, if the apartment size is still appropriate for the resident's needs, and if the resident is still eligible for low- income housing.

## REPORTING CHANGES

Changes in income and household composition **must be reported** to the Management Office within ten (10) days so that rents may be adjusted accordingly.

## ADDITIONS TO HOUSEHOLD

If there is a need for an addition to the household, an application may be made at the Management Office. The application must be **approved** before the person can move in.

## VISITORS

A visitor or guest is someone who has a legal address and residency elsewhere and is in the apartment for a brief time (2 weeks or less in a 12-month period).

## ABSENCE FROM HOME

If you are away for an extended period of time please let us know that your apartment will be empty. The heat must be left on but may be turned down to as low as 60 degrees so that water pipes do not freeze. Residents will be charged for damages to the unit (such as repairs caused by frozen pipes) if Management has not been notified of the anticipated absence and taken the proper steps to insure that your apartment is safe.

## RENTAL INSURANCE

Insurance coverage carried by the Plattsburgh Housing Authority covers PHA property only and **does not** apply to personal contents of your apartment. As a landlord, the Plattsburgh Housing Authority is not liable for any personal contents. It is the responsibility of the resident to obtain rental insurance to cover furniture and personal possessions.

## VACATING YOUR APARTMENT

A **written** move-out notice is required prior to move-out. All developments require a 30 day notice (Example: If you wish to vacate June 5, notice must be given by May 5). Move-Out Notices are available at the Management Office.

Clean your home thoroughly when you leave; leave it as you would like to have it if you were just moving in. Review the charges listed on the back of the Move-Out Notice. Be sure you have addressed all items. Return all keys to the Management Office or with Maintenance staff at the time of your move-out inspection.

After all furniture and personal belongings are removed from the premises and cleaning is completed, an inspection of the apartment is required. A joint inspection with the Maintenance Supervisor should be **scheduled** and is **recommended**. Failure to request this joint inspection acknowledges the resident's acceptance without grievance of the PHA's findings. Determination as to the existence of damages incurred will be charged to the account and deducted from the security deposit.

When moving in or out of a high-rise apartment, you are to occupy one elevator at a time and use the manual doors only (not the automatic doors). Do not put magazines, catalogs, newspapers, hangers, wire, wood, rugs or clothing in the garbage chutes. These items must be disposed of at your expense. No trash is to be put outside the dumpsters.

## RIGHT OF ENTRY

Management expressly reserves the right to enter or to permit its representatives, agents, or employees to enter the premises at any reasonable hour, with or without the permission of the resident for the following reasons:

1. Investigation to determine the nature and extent of any condition therein existing in violation of any law or any lawful rule and regulation of any governmental agency or

public authority.

2. Examining the premises, exterminating insects or vermin, and making such repairs, corrections, alterations, improvements or additions as Management may deem necessary or desirable. No additional locking devices other than those provided are allowed on apartment entry doors or other doors.

### **REPAIRS & ALTERATIONS**

Residents should not attempt to make major or minor repairs, alterations, or additions to the buildings unless they have first obtained written consent from Management. A staff of trained employees is available to provide this service.

### **PAINTING WALLS**

Repainting walls or altering the decorative scheme of the apartment in any way is not permitted.

### **MAINTENANCE**

Each resident is required to keep the premises in the best possible condition, and members of the household are to refrain from destroying or defacing the buildings.

Good upkeep shows pride in the home and adds to the attractive appearance of the entire community. Carelessness, deliberate or otherwise, will mean assessments to cover the cost of the damages in accordance with the list of charges posted in the Management Office and the charges set forth in this manual.

The Plattsburgh Housing Authority has a responsibility to its residents to provide apartment and building maintenance and repair service. Your lease explains these services. We expect that during the course of the year you may need something repaired in your apartment. All repair and maintenance needs must be reported to the Maintenance Department at 518-563-0430 Ext 105.

It is important that you are aware that PHA employees cannot accept any gifts, tips or other compensation from or on behalf of residents for performing services that are part of their job. Also, members of the Maintenance staff are not allowed to perform personal services or jobs for you during regularly scheduled work hours. Either of these will jeopardize the employee's job.

Please observe the "Resident's Obligations" as set forth in your Lease. We appreciate your cooperation.

### **REPORTING DAMAGE**

Residents **must** report to the Maintenance Department immediately any damages or the need for repairs such as stoppage of or overflow from toilets, sinks, bathtubs, or basins, leakage from water pipes, damage to electric wires or fixtures, problems with smoke detectors, etc.

In order to secure prompt attention and proper consideration, please make all requests for repairs to the Maintenance Department at 518-563-0430 Ext 105 during regular working hours Monday through Friday, 7:30 a.m. – 3:30 p.m.

For emergencies after business hours, weekends and/or holidays, you must call 518-726-0543. Leave your name, address and a brief description of the problem. Repairs will be made at once for emergency calls only. Non-emergency calls will be addressed during regular working hours.

## WHAT IS AN EMERGENCY?

- ☞ Fires (Call **911** First)
- ☞ Floods
- ☞ Elevator Problems
- ☞ Sewer Stoppages
- ☞ Power Failures
- ☞ Lockouts
- ☞ Plugged Toilets
- ☞ Heat and Low Water Complaints
- ☞ Drain Pipe Leaks
- ☞ Broken Hot Water Tanks
- ☞ Smoke Alarm Problems
- ☞ Any Electrical Problems
- ☞ Broken Windows
- ☞ Malfunctioning Refrigerators
- ☞ Other Genuine Emergency Complaints

Please be reminded that you may be charged for a call-out for non-emergencies.

### **MAINTENANCE CHARGES - BREAKAGE, DAMAGE, LOSS, RESIDENT NEGLIGENCE**

There are no charges for repairs due to ordinary wear and tear and reported promptly to the Maintenance Department. However, charges are made when residents cause breakage or damage resulting from their action or neglect. Payment of such charges is due not later than two (2) weeks after the Plattsburgh Housing Authority gives written notice of the charge.

Charges will be the cost of materials and labor. The hourly labor rate is calculated at base pay per hour plus benefits, and is subject to adjustments based on labor contracts. Please refer to the *Schedule of Charges* posted at the Management Office. Charges are subject to change with a thirty (30) day notice.

### **WATER**

Don't waste water. The cost of water and sewage is included in your rent.

**Report all dripping faucets and running toilets IMMEDIATELY!!!**

**WASHING VEHICLES ON PHA PROPERTY IS NOT PERMITTED.**

### **FUMIGATION AND EXTERMINATION**

Although the apartments are not vermin proof, they are inspected prior to move-in. Evidence of the presence of any pests such as cockroaches, bed bugs, etc., must be reported to the Management Office **immediately**. No resident should hesitate to request assistance in ridding their apartment of vermin. Such a request does not reflect on the resident's ability as a housekeeper since "pests" can get into a home through no fault of their own. Failure to acknowledge and notify the Management Office can result in charges to the resident.

If vermin are found after a move-in, Management will investigate the possibility that they came with the new resident. If this is the case, the resident will be charged for extermination.

If these pests are found after an inspection by Management and the resident has not reported their presence, the cost of extermination will be charged to the resident. Failure to cooperate may result in eviction.

## **PLUMBING**

Lack of proper care of plumbing equipment usually results in inconvenience and expense both to the resident and to Management. All stoppage of toilets, tubs, and sinks caused by carelessness or failure to exercise ordinary caution will be corrected at the resident's expense.

Toilets and sinks are not to be used as general waste baskets and coffee grounds should not be drained down the sink. Matted hair will clog drains. **Never** use bleach, strong soap or detergents in kitchen sinks, bath tubs or toilet bowls.

## **HEATERS**

Keep all windows and doors closed during the winter. Make sure the heaters are clean. Dirt and dust in the heaters will cut down on heating efficiency. Also, do not place furniture so close to the heater that it prevents the heated air from circulating. **This is a fire hazard.** Do not let curtains and drapes hang over the heaters; the heat will get trapped underneath them.

If you have any questions about how your thermostat operates, please contact the Maintenance Department.

## **ELECTRICAL PANELS**

Do not block electrical panels or any vents in your apartment. The panel should be easily accessible at all times.

## **AIR CONDITIONERS**

Due to insurance liability, all air conditioners must be installed by PHA Maintenance staff for the senior high-rises. Annually, PHA Maintenance staff will install air conditioners during the Month of May and remove them during the Month of October.

For those residents who do not pay their own electric (Lakeview Towers and Robert S. Long Apartments), there is an additional monthly charge for air conditioner use during the Months of June, July, August and September (see *Schedule of Charges*).

## **CEILING FANS**

The Plattsburgh Housing Authority does not allow the installation of ceiling fans. Residents with ceiling fans in place are grandfathered in and will not be asked to remove them, however, no further permissions will be granted.

## **TELEVISION/CB ANTENNAS/SATELLITE DISHES**

The Plattsburgh Housing Authority **does not allow** the installation of television or CB antennas or aerials or satellite dishes. They are not permitted on the roofs, out of windows, or on the grounds.

## **SMOKE ALARMS**

The Plattsburgh Housing Authority maintains all smoke alarms in your apartment to include changing the batteries. You **must not** disengage or tamper with your smoke alarm for any reason. Tampering or disengaging a smoke alarm is a violation of your lease and your lease will be terminated. If your smoke alarm malfunctions or does not test, call the Maintenance Department and request a work order **immediately**.

## **OXYGEN**

Be sure the room where you store oxygen tanks/cylinders is well ventilated. Never store tanks or cylinders in cramped spaces such as a closet, cabinet or underneath furniture.

## **BURNER COVERS**

Please take notice that the Plattsburgh Housing Authority **does not** permit the use of decorative burner covers; they are a potential fire hazard. Any damage to a range or apartment resulting from the use of these covers will be charged to the resident.

## **SCATTER RUGS**

Scatter rugs and mats are not allowed outside apartment doors or in the halls of the high-rise buildings.

## **PICTURE HANGING**

To preserve the appearance of the walls, you are requested not to use large nails or screws. Mirrors and pictures may be hanged by using picture hooks, hangers, push pins or other approved type. **Do not use adhesive tape holders**--they pull the paint and finish off the wall when removed. Please exercise due care in placing them so that the walls are not marred.

## **TOWEL RACKS, ETC.**

Towel racks, glass holders, and the like secured with screws may be installed upon consent of the Maintenance Department, providing the resident agrees to allow such fixtures to remain in the event of moving.

## **CARPET INSTALLATION**

Fire resistant carpet of any size may be installed. There are to be no nails, tack strips, or anything that goes into the floor used to secure the carpet. For installation and securing purposes, tape is to be used only where absolutely necessary to prevent tripping. Doors will not be cut to accommodate high-pile carpet. The doors are of sufficient height to clear standard carpet. If you have a question about carpet installation, contact the Maintenance Department prior to installation.

## **NON-SMOKING AREAS**

The Plattsburgh Housing Authority does not permit smoking in apartments, hallways, elevators, lobbies, community rooms, community kitchens or public rest rooms. Residents agree to abide by Plattsburgh Housing Authority's non-smoking policy.

All common areas of PHA apartment buildings as well as **within 40 feet from all PHA buildings** are designated non-smoking. Smoking in designated non-smoking areas or in apartments may be grounds for eviction and may result in a financial responsibility for any damage or cleaning costs resulting from smoking.

## **SHOPPING CARTS**

The Plattsburgh Housing Authority provides shopping carts for the convenience of the residents. Grocery carts other than those provided by the PHA are not allowed in PHA buildings. PHA carts are labeled PHA and are not to be taken beyond the front entry of the building. If a resident brings a grocery cart on PHA property, they are responsible for its proper return.

Each building site has a designated area for the storage of the shopping carts. After residents are finished using the carts, it is their responsibility to return the cart immediately.



## **DRESS CODE FOR RESIDENTS**

All residents and guests are required to wear appropriate and suitable apparel (shirts, footwear, etc.) in all community/public areas.

## **CHILD SUPERVISION**

Visiting children are welcome. If they have excessive energy to burn, please do not allow them to play in the corridors or in the elevators. Remind the children to be considerate of your neighbors.

## **NOISE**

Some people must work at night and sleep during the day. Out of consideration, noise should be kept down to a minimum. No radio or television should be operated at full volume. Parties and such celebrations are permitted but they should not be boisterous or disturbing to the peace in the rest of the community. If a resident insists on being noisy, you must contact the City Police Department.

## **COMPLAINTS**

If you have a problem with your neighbor, try to discuss and resolve it. If there is a noise complaint and it persists, call the City Police. If these attempts fail, all complaints must be submitted in writing to the Management Office (except extreme emergencies). Written complaints must indicate dates of incidents and attempts to correct the problem before Management will take action.

## **FEEDING BIRDS/SQUIRRELS/FERAL CATS**

The PHA does not allow residents to put up bird feeders or place food outside. **Do not feed the birds, squirrels or feral cats.** These animals become aggressive when food is left out for them and the food will attract raccoons, skunks, rats and mice.

## **HIGH-RISE ENTRY DOORS**

When you are moving your belongings in or out of the building, please use the doors that open manually rather than the automatic doors. The automatic doors are to assist the residents and can easily be damaged when not used properly. Use of the automatic doors for moving purposes can result in damage to the doors and the expense to repair any damage would have to be passed onto the family responsible.

## **STAIRWAY DOORS**

When coming downstairs in the high-rise buildings, be sure to open stairway doors slowly as to prevent injury to anyone who might be standing near the door.

## **ITEMS IN HALLWAYS/UNDER STAIRS**

Fire safety regulations do not permit any personal items placed in the hallways or under stairways.

## **MAIL PACKAGE LOCKERS**

The post office has installed package lockers for your convenience. They are located next to your mailboxes. If a locker key is in your mailbox, go to the locker that matches the key number to unlock the locker and remove your package. The key will remain in the slot.

## **PARKING**

There are no assigned parking spaces in the parking lots. All residents must have PHA parking stickers properly affixed to their vehicles. Visitors are not to park in the parking lots. If a resident has an aide, they are to park on the street and not in the parking lots.

Residents are not to work on cars in the parking areas. We will tolerate minor repairs on

personal automobiles but under no circumstance is a vehicle to be left unattended while such a repair is in progress.

Parking is provided for properly registered and insured resident-owned vehicles only. Unlicensed, unregistered or disabled vehicles will be towed at the owner's expense.

### **WINTER PARKING**

During the winter months it is important that we keep the parking lots plowed. Please move your vehicle when requested to do so by PHA staff so that the plows can clean the parking spaces.

If you go away during the winter for even a short period of time and leave your car in the parking lot, or are unable to personally move your car, please make arrangements for someone to move it for you. As part of your lease you are required to move your vehicle for snow removal and plowing. You will have 2 warnings and the 3<sup>rd</sup> time, your vehicle will be towed at your expense.

Each occasion you will receive a notice in your door or it will be on channel 900 if Plattsburgh Housing needs vehicles moved to clear the parking lots. If your vehicle is not moved and Plattsburgh Housing employees need to knock on your door, it will be a warning. If this happens on 2 occasions, the 3<sup>rd</sup> time your vehicle will be towed. If you are unable to move you vehicle you must make arrangements with someone that can do so for you. **If you vehicle is towed, it is at your own expense.**

When cleaning the snow off your car, direct as much of the snow as possible toward outside the lot rather than into the parking spaces.

### **FIRE ZONES**

Please be aware that there is no parking in fire zones around the buildings. City of Plattsburgh ordinance allows the fire department, police department and building inspector's office to ticket and even tow your vehicle if it is found parked in a fire zone.

We have been made aware that in the past, emergency vehicles have not been able to pull up in front of the buildings because vehicles were parked there. In an emergency, the fire zones are there to allow immediate access to the emergency. If you or a family member is parked there, you are jeopardizing someone's safety.

### **GARBAGE - GENERAL**

Garbage must be securely wrapped or bagged to be put in the trash chutes and compactors. Garbage must not be dumped in loose. Garbage should be placed in clear bags. Failure to adequately wrap garbage contributes to health hazards.

The Plattsburgh Housing Authority is not responsible for the disposal of furniture, appliances, tires, wood or metal items. Disposal of these items rests with the residents at their own expense. The trash chutes and compactor are available for trash disposal during regular work days. During weekends and holidays, the trash chutes are locked and the trash compacting machine is shut down. Thus, general household trash and garbage should be held in the apartment until the next workday.

For your convenience on weekends and holidays at the Russell H. Barnard Apartments, trash cans are available for the disposal of food garbage that would be offensive if kept in the apartment over the weekend. These trash cans are placed on each floor in the same room the trash chute is located.

Please be reminded:

1. These trash cans are intended to be used for food garbage only.
2. Other trash should be kept in the apartment until the next workday.
3. No bags of waste or trash are to be left in the halls (or in Lakeview Towers by the garbage chute).
4. No bags of waste or trash are to be left in the stairwells.
5. No bundles of newspapers and no coat hangers are to be put down the trash chute.
6. No trash is to be set outside the dumpsters.

Be sure you **do not** put magazines, catalogs, or newspapers in the garbage chutes—these items should be recycled.

If you use supplies such as Depends/incontinent supplies, bed pads, colostomy or other bags, please seal them tightly in a bag with no holes and bring to the appropriate area. Place the tightly secured bag in the can marked- *Adult Undergarments and Kitty Litter*. Because these items carry human waste, they must be disposed of in a proper manner to not create a hazard to staff and other residents.

### **SHARPS/NEEDLE EXCHANGE PROGRAM**

The Harm Reduction team at the Alliance for Positive Health's Plattsburgh office provides several resources and services to the community. One of the services provided is the Syringe Services Program which provides education to reduce any harm that is related to substance use and/or sexual activity and provides safe needle disposal. The Harm Reduction Team is working with PHA to help provide **free and safe needle disposal** for our residents. The Syringe Services Program provides sterile injection equipment for people who inject medication and provides safe disposal options for used syringes. There are several kiosks and wall-mounted sharps containers throughout the community and in the high-rises.

Do not dispose of needles, auto injectors, diabetic pens, lancets or any other needle/sharp object in garbage chutes. Please follow proper sharps disposal and request free needle disposal containers from PHA staff, as needed.

If you have unwanted or expired medicine (prescription or over the counter), you can take it to the Plattsburgh City Police Station located at 45 Pine Street. The City Police have a 24 hour drop box located in the lobby of the police station. Please leave the medicine in the original container with labels intact. Liquid medication and Epi-pens may also be dropped off at this location. In addition, the PHA typically holds drug take back days twice per year in the high rises.

### **GARBAGE - LAKEVIEW TOWERS**

1. Cardboard is to be brought to the Maintenance Shop on the main floor Monday through Friday from 8:00 a.m. - 3:00 p.m.
2. Newspapers/Glossy papers are to be placed in the laundry room recycling bin.
3. Tin/Plastic/Glass is to be placed in the closets on the following floors:

Floors 1 & 2 are to place tin/plastic/glass recyclables in the **1<sup>st</sup> floor closet**.

Floors 3 & 4 are to place tin/plastic/glass recyclables in the **3<sup>rd</sup> floor closet**.

Floors 5 & 6 are to place tin/plastic/glass recyclables in the **6<sup>th</sup> floor closet**.

Floors 7 & 8 are to place tin/plastic/glass recyclables in the **7<sup>th</sup> floor closet**.

## **GARBAGE - ROBERT S. LONG APARTMENTS**

1. Cardboard is to be left in the recycling room on your floor.
2. Newspapers/Glossy papers are to be placed in the laundry room recycling bin.
3. Tin/Plastic/Glass is to be placed in the closet on your floor.

## **GARBAGE - RUSSELL H. BARNARD APARTMENTS**

1. Cardboard is to be left in the recycling room on your floor.
2. Newspapers/Glossy papers are to be placed in the community room recycling bin.
3. Tin/Plastic/Glass is to be placed in the closet on your floor.

## **SECURITY**

DO NOT open the front door for anyone other than your own guests.

DO NOT allow visiting children to play in the corridors or on the elevators. Remind children to be considerate of your neighbors.

REMIND your guests that they are not to leave outside doors open.

The security and safety of the building is compromised when guests and residents do not follow the rules regarding access to the buildings.

For your added security, the PHA has added a video camera. This allows you to view on Channel 900 anyone entering your building. Be sure you do not let anyone in that is ringing someone else's door or anyone ringing your door that you do not know.

## **ALARM DOOR SYSTEM TO THE ROOF**

1. The door must be left unlocked in case of a fire as another possible exit route.
2. The alarm will sound when the press bar is pushed.
3. Maintenance staff have a key that allows them entry to the roof without the alarm sounding.
4. If the alarm goes off, it is very loud and can be heard for some distance.
5. If the fire alarm in the building is not ringing and the roof door alarm goes off, the residents on the top floor are asked to call the City Police Department.
6. When the City Police arrive, please allow them entry to the building.

## **HIGH-RISE EVACUATION PROCEDURES**

**Call 911 to report an emergency.** In the event of an apartment fire, please do as follows:

1. Leave your apartment, close the door, pull the fire alarm and leave the building. **DO NOT USE THE ELEVATORS!** When the Fire Department arrives, tell them where the fire is and if everyone is out of the apartment.
2. If the fire alarm sounds, always feel the door for heat and open slowly to check for smoke.
3. If conditions are safe and you are physically able, leave the building. If you cannot go down the stairs, stay in the stairwell and shut the door. Someone will assist you down the stairs.

4. If you are unable to leave your apartment because of smoke in the hallway, call 911. Tell them that you cannot leave your apartment and why. Tell them where you are so that fire fighters can help you. If there is smoke coming into your apartment, place wet towels along the bottom of the door.
5. If you have a physical condition that prevents you from leaving the building, follow the above directions.
6. In inclement weather, residents may remain in the lobby area near a ground floor exit, provided that fire or smoke is not affecting the area.

\* If able to evacuate, go to the flagpole between Lake View Towers and Russell Barnard. In inclement weather, go to the lobby of the opposite building.

\* At Robert S. Long, go to the seating area on Oak Street and in inclement weather, go to the public library.

## **SAFETY**

### ***Put Everything in its Safe Place!***

- ☞ ***Keep hallways clear.*** Check stairways and areas around buildings; never use them for storage or temporary trash collection.
- ☞ ***Never store flammable liquids or explosive substances in your apartment.*** These include gasoline, paints, thinners and other liquid products (check labels and call the Maintenance Department for advice) as well as lithium battery electric bikes, hover boards or scooters.
- ☞ ***Always follow label instructions*** for storing any potential poisons such as cleansers and medicines.
- ☞ ***Never store combustibles*** near a heater, stove, hot water tank, refrigerator or other heat-producing appliance. (Combustibles are paper, rags, and other materials that burn easily.)
- ☞ ***Never store any items in the oven*** (this includes pots, pans, dishes, aluminum foil, etc).
- ☞ ***Shop for hazardous products carefully*** to avoid storage, buy just enough for the job at hand.
- ☞ ***Remove trash regularly.*** Trash should be put out in the trash chutes daily. Never dispose of hazardous, flammable or combustible materials in your trash chute (call the Maintenance Department for advice).

### ***Use Electricity Safely!***

- ☞ ***Replace worn cords*** immediately.
- ☞ ***Keep cords out of walkways.***
- ☞ ***Use safety caps*** to cover unused outlets.
- ☞ ***Do not use extension cords; power strips can be used.***
- ☞ ***Never tamper with fuses or circuit breakers.***
- ☞ ***Use the proper outlets*** for heavy-duty appliances (check with the Maintenance Department).

### **Other Electrical Safety Tips**

Always call in a work order if you suspect an electrical problem in your apartment.

- ☞ **Unplug appliances** before cleaning, adjusting, removing parts, etc., and when not in use.
- ☞ **Replace light bulbs with care** (adults only) turn off the electricity, let the bulb cool, handle it with care, and keep fingers out of the socket.
- ☞ **Never use electric appliances near water**, or if you have wet hands, or are touching a metal object.
- ☞ **Never put metal objects into appliances** while plugged or in outlets.

### **Know How to Fight Small Fires!**

If a fire occurs, **always** get everyone out and call 911. If the fire is small and you think you can put it out, do as follows:

- ☞ **Leave yourself an escape route.**
- ☞ **Stay low** to avoid heat and smoke.
- ☞ **Use an "ABC" extinguisher**
- ☞ **Aim the extinguisher** at the base of the fire.
- ☞ **If the fire grows** or you cannot put it out, **Get Out!**

### **Grease & Electrical Fires**

Turn off the stove, power source, etc., and use an ABC extinguisher. **Never** use water--it can spread the fire or cause a shock.

### **Clothing Fires**

Stop, drop to the floor or ground, and roll over until the flames are out.

### **Know How to Escape Fire**

- ☞ **Have an escape plan** and practice it often.
- ☞ **Choose an outside meeting place** and make sure everyone knows where it is.
- ☞ **Keep emergency numbers** by the phone.

### **Learn Escape Rules**

- ☞ **Stay close to the floor.**
- ☞ **Take short breaths.** Cover your face with a wet cloth, if possible.
- ☞ **Feel doors before opening** (if warm, don't open).
- ☞ **Never use an elevator.**
- ☞ **Never re-enter** a burning building.

### **Help Prevent Fires**

Careless use of smoking materials is a major cause of fires in the home!

- ☞ **Smoking/vaping** of any substances is **not allowed in your apartment** or within 25 feet (family housing) or 40 feet (senior housing) of any PHA building.
- ☞ **Use** cigarettes, matches and lighters with care when on PHA property and beyond the no smoking zones.

- ☞ **Candles and incense are not allowed.**
- ☞ **Teach children** not to play with matches, lighters or other smoking materials.
- ☞ **Keep** matches, lighters and other smoking materials out of children's reach.
- ☞ **Douse ashes, matches and butts with water** and make sure they are "out" before throwing away.
- ☞ **Never heat your apartment** with a stove or oven; it is a fire and health hazard.

### **Use & Maintain Smoke Detectors**

They can save your life by warning you of a fire!

- ☞ **Test detectors** at least once a month using the test button.
- ☞ **Call the Maintenance Department to replace batteries** as often as necessary (the light or buzzer may let you know when batteries need replacing).
- ☞ **Clean detectors** regularly to keep them free of dust, grease, etc.
- ☞ **Never alter a detector** or cover it to keep it from sounding.
- ☞ **Do not disconnect or tamper** with your smoke alarm for any reason. **THIS IS A VIOLATION OF YOUR LEASE.**
- ☞ **Report any problems** to the Maintenance Department immediately.

### **Take Action Against Crime**

Lock criminals out of your home.

- ☞ **Always** keep your doors locked.
- ☞ **See** who is buzzing or knocking before unlocking the door (ask for identification if you don't know the person).
- ☞ **Never** leave an extra key outside the door under a mat, in a mailbox, etc.
- ☞ **Never** lend your key to other persons.
- ☞ **Report lost or stolen keys** to the PHA immediately.

If you go away for more than a day:

- ☞ **Lock** doors and windows.
- ☞ **Stop** newspaper, mail and any other deliveries.
- ☞ **Leave a light on**, or put one or more on a timer (but do not draw shades or curtains).
- ☞ **Ask a friend or trusted neighbor** to check on your apartment for you.

### **Help Stop Vandalism**

Vandalism costs money, and it adds to demands on police, fire and utility services.

- ☞ **Report vandalism and suspicious activity** around your home immediately.
- ☞ **Teach children** that vandalism is wrong. Remember that you are responsible for the actions of family members and guests in your home.
- ☞ **Consider carrying renters insurance.** A renters insurance policy covers vandalism, theft, and fire damage. Be sure to keep a list of your valuables, including serial numbers, regardless of insurance coverage.

### **Fight Illegal Drug Use**

It is a threat to health and safety--and it contributes to crime!

- ☞ **Set a good example** by not using illegal drugs yourself and by not "dealing" with

dealers.

☞ **Report suspicious activity** to the police or PHA (you don't have to give your name). If you don't act, the problem won't go away--and the results could be tragic.

☞ **Get involved in groups** that are working to fight drug use where you live. If there is not such a group, start one!

### **GAS GRILLS**

The Plattsburgh Housing Authority does not allow the use/storage of gas grills at the senior high rise buildings.



## PET POLICY

In compliance with Section 526 of the Quality Housing and Work Responsibility Act of 1998, PHA residents shall be permitted to own and keep common household pets.

The ownership of common household pets is subject to the following rules and limitations, together with state and local public health, animal control, and anti-cruelty laws & regulations.

1. Common household pets shall be defined as domesticated animals such as a dog, cat, bird, or fish that is traditionally recognized as a companion animal and is kept in the home for pleasure rather than commercial purposes. No more than one (1) dog, cat, or other common household pet as listed in this policy shall be permitted in a household (i.e., a resident may not have one dog *and* one cat, or one hamster *and* one gerbil). Common household pets do not include animals who would be allowed to produce offspring for sale. Common household pets are defined as follows:

**Birds** Includes canary, parakeet, finch and other species that are normally kept caged; birds of prey are not permitted. The maximum number of birds allowed is two (2).

**Fish** In tanks or aquariums, not to exceed fifty (50) gallons in capacity; poisonous or dangerous fish are not permitted. There shall be no limit as to the number of fish, but no more than can be maintained in a safe and healthy manner in one aquarium with a maximum capacity of fifty (50) gallons shall be permitted and shall be counted as one (1) pet.

**Dogs** Not to exceed twenty-five (25) pounds weight, or fifteen (15) inches in height at full growth. All dogs **must** be spayed or neutered and housebroken. Veterinarian recommended/suggested breeds of dogs are as follows:

Chihuahua, Pekinese, Poodle, Schnauzer, Cocker Spaniel, Dachshund & Terriers

**NO PIT BULLS, DOBERMANS, OR ROTTWEILERS ARE PERMITTED UNDER ANY CIRCUMSTANCES.**

**Cats** Cats must be spayed or neutered and have a scratching post, and should not exceed twenty-five (25) pounds. They must be trained to use a litter box or other waste receptacle.

**Rodents** Hamsters and gerbils are considered common household pets; all others are not allowed. These animals must be kept in appropriate cages. The maximum number of hamsters/gerbils allowed is one (1).

**Reptiles** Small lizards such as chameleons are allowed. All other reptiles are **NOT** considered common household pets and are not allowed. They must be enclosed in an appropriate cage or container at all times. The maximum number of lizards allowed is one (1).

Exotic/Prohibited

Pets At no time will the PHA approve exotic pets such as snakes, monkeys, game pets, ferrets, rabbits, turtles, guinea pigs, piranhas or iguanas, insects, arachnids, wild or feral animals, and pot-bellied pigs.

2. Any pet, other than a dog or cat, shall be confined to an appropriate cage or container. Such a pet may be removed from its cage while inside the owner's housing unit for the purpose of handling, but shall not generally be unrestrained.
3. The pet must be kept in the resident's apartment. Cats and dogs must be on a leash and walked by an adult or child at least 12 years of age and appropriately and effectively restrained at all times when outside the unit. Under no circumstances may the pet be leashed /tied inside or outside the dwelling at any time.
4. Pets are to be restrained on leashes no longer than four feet in length and are to be carried in elevators.
5. Pets are not permitted in housing offices, maintenance shop areas, playgrounds, community rooms, laundry rooms and office areas of the buildings. They are permitted in the halls and main lobby of the high-rise buildings for the purpose of going from and entering the buildings. They may not be exercised in the halls or lobbies.
6. Pet owners must provide proper care, nutrition, exercise and medical care for the pet. Pets that appear to be poorly cared for will be reported to the appropriate authorities.
7. The pet must be kept under control at all times so that the pet does not jump up on other residents, guests, or Housing Authority staff, and that they are not bothered or unduly frightened by the behavior of the pet.
8. Pet owners must make arrangements for the care of the pet during any absence of more than ten (10) hours.
9. Exercise common sense and common courtesy with respect to other residents who may have sensitivities or allergies to, be easily frightened of, or dislike pets.
10. Pet owners shall maintain their pet in such a manner as to prevent any damage to their unit, yard or common areas of the community in which they live. Residents/Pet owners shall not alter their unit, patio, premises or common areas to create any enclosure for any animal. Residents/Pet owners shall not install pet doors. The animal shall be maintained so as not to be a nuisance or a threat to the health or safety of neighbors, PHA employees, or the public, by reason of noise, unpleasant odors or other objectionable situations.
11. Each pet owner shall be fully responsible for the care of the pet, including proper disposal of pet wastes in a safe and sanitary manner. Improper disposal of pet waste is a violation and may be grounds for termination of your lease.

### **Litter Box Requirements**

- a. All animal waste or litter from litter boxes shall be picked up immediately by the pet owner, disposed of in sealed plastic trash bags, and placed in the receptacle labeled for pet wastes.
- b. Litter shall not be disposed of by being flushed through a toilet.
- c. Litter boxes shall be stored inside the resident's dwelling unit.

### **Removal of Waste from Other Locations**

- a. The resident/pet owner shall be responsible for the removal of any/all waste deposited by pets from the premises by placing it in a sealed plastic bag and disposing of it in an outside trash bin. This is required when walking your pet.
- b. The resident/pet owner shall take adequate precautions to eliminate any pet odors within or around the unit and to maintain the unit in a sanitary condition at all times.

12. **All cats and dogs shall be inoculated and all dogs licensed in accordance with applicable state and local laws. All cats or dogs shall be neutered or spayed;** exceptions may be made upon veterinary certification that subjecting this particular pet to the procedure would be temporarily or permanently medically unsafe or unnecessary. Failure to comply will result in a pet violation.

13. **All cats and dogs shall be registered with the Management Office and approved prior to being brought into the unit.** Registration shall consist of providing the following:

- a. A non-refundable annual pet fee of \$15 due before each May. If payment is made on or after May 1<sup>st</sup>, you will be charged an additional \$10 (total fee of \$25).
- b. Basic information about the pet (type, age, description, name, etc.).
- c. Proof of inoculations (cats and dogs) and licensing (dogs).
- d. Payment of a pet deposit of \$200 and a non-refundable registration fee of \$25 is to be paid in full prior to the date the pet is properly registered and brought into the unit to defray the cost of potential damage caused by the pet to the unit or to common areas of the community. There shall be no pet deposit for pets other than dogs or cats. The pet deposit shall not preclude charges to a resident for repair of damages done on an ongoing basis by a pet. The resident is responsible for all damage caused by the pet and will reimburse the Authority for all costs it incurs in repairing such damages. The PHA reserves the right to change or increase the required deposit by amendment to these rules. This deposit is refundable or will be credited to the resident's rent account in full if no damage is identified.
- e. Completed pet registration form which is a pet agreement between the PHA and the household requesting the pet.
- f. Resident must place the pet sticker, which is provided by the PHA, on the

bottom, left corner of the window on the apartment storm door. For all apartments without a storm door, please place the pet sticker on your apartment door, to the right of the security peephole.

14. If the PHA refuses to register a pet, a written notification will be sent to the pet owner stating the reason for the denial and shall be served in accordance with HUD notice requirements. The notice of refusal may be combined with a notice of a pet violation. The PHA will refuse to register a pet as follows:
  - a. If the pet is in the unit prior to registration;
  - b. The pet is not a common household pet as defined in this policy;
  - c. Keeping the pet would violate any restrictions listed in this policy;
  - d. The pet owner fails to provide complete pet registration information or fails to update the registration annually;
  - e. The PHA reasonably determines that the pet owner is unable to keep the pet in compliance with pet rules and other lease obligations. The pet's temperament and behavior may be considered as a factor in determining the pet owner's ability to comply with provisions of the lease;
  - f. The applicant has previously been charged with animal cruelty under state or local law; or has been evicted, had to relinquish a pet or has been prohibited from future pet ownership due to pet rule violations or court order.
15. Pets which are not owned by a resident will not be allowed. No pets are allowed in a unit unless registered to that unit and approved by the PHA. Residents are prohibited from feeding or harboring stray animals. If a resident harbors a pet that has not been approved or registered by the Plattsburgh Housing Authority, the PHA will send written notice with a \$25.00 pet fine for the first offense and the resident must remove or register the pet within 3 business days. If the pet is not removed or registered within 3 business days of the first notice, a second notice will be sent and a \$50.00 pet fine will be assessed to the resident. If the resident still does not remove or register the pet within 3 business days of the second notice, the PHA may proceed with an eviction against the resident. If a resident is found to have harbored any unapproved or unregistered animal or animals (the same or different animals) a total of 3 times within any twelve (12) month period, and notice of the violations have been provided as outlined herein, the PHA may proceed with an eviction against the resident. For example, if a resident receives three separate "first notices" under this paragraph in a twelve-month period, the resident will be subject to eviction.
16. The PHA may, after reasonable notice to the resident during reasonable hours, enter and inspect the premises in addition to other inspections allowed. PHA will enter a unit with a Police Officer as an emergency if there is reason to believe a pet is being neglected, abused, or has possibly been abandoned.
17. Aside from the notice and fine procedure outlined in section 15 above for unregistered animals, if a determination is made on objective facts, supported by written statements,

that a resident/pet owner has violated any other pet rules, PHA will serve a written notice of the violation upon the resident which will contain a brief statement of the factual basis for the determination and the pet rule(s) which were violated. The notice will also state the following:

- a. That the resident/pet owner has ten (10) business days from the effective date of the service of notice to correct the violation or make written request for a meeting to discuss the violation;
  - b. That the resident/pet owner is entitled to be accompanied by another person of his or her choice at the meeting;
  - c. That the resident/pet owner's failure to correct the violation, request a meeting, or appear at a requested meeting may result in initiation of procedures to remove the pet or to terminate the pet owner's residency.
18. If the resident/pet owner and the PHA are unable to resolve the violation at the meeting, or the pet owner fails to correct the violation in the time period allotted by the PHA, the PHA may serve notice to remove the pet. The notice shall contain the following:
- a. A brief statement of the factual basis for the PHA's determination of the pet rule that has been violated;
  - b. The requirement that the resident/pet owner must remove the pet within thirty (30) calendar days of the notice; and,
  - c. A statement that failure to remove the pet may result in the initiation of termination of residency procedures.
19. The PHA may initiate procedures for termination of residency based on the pet rule violation for the following reasons:
- a. The pet owner has failed to remove the pet or correct a pet rule violation within the time period specified; and,
  - b. The pet rule violation is sufficient to begin procedures to terminate residency under terms of the lease.
20. If the death or incapacity of the pet owner threatens the health or safety of the pet, or abandonment, or other factors occur that render the owner to care for the pet, the situation will be reported to the responsible party designated by the pet owner. If the responsible party is unwilling or unable to care for the pet, or if the PHA, after reasonable efforts, cannot contact the responsible party, the PHA may contact the appropriate state or local agency and request removal of the pet.
21. The PHA will take all necessary steps to ensure that pets which become vicious, display symptoms of severe illness, or demonstrate behavior that constitutes an immediate threat to the health or safety of others, are immediately removed from the premises by referring the situation to the appropriate state or local entity authorized to remove such animals.

22. Any litigation resulting from actions by pets shall be the sole responsibility of the pet owner. The pet owner agrees to indemnify and hold harmless the PHA from all claims, causes of action, damages or expenses, including attorney's fees, resulting from the action or the activities of his or her pet. **THE PHA ACCEPTS NO RESPONSIBILITY FOR THE PET UNDER ANY CIRCUMSTANCE.** The PHA strongly advises resident to obtain liability insurance.

**IMPORTANT TELEPHONE NUMBERS**

Plattsburgh Housing Authority Administrative Office	518-561-0720
Plattsburgh Housing Authority Work Order System	518-563-0430 Ext 105
Plattsburgh Housing Authority Emergency Work Orders	518-726-0543
City of Plattsburgh Police Department	518-563-3411
CVPH Medical Center	518-561-2000
Ambulance/Fire	911

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